



California Environmental Protection Agency

Customer Service Survey

One of Cal/EPA's objectives is to provide superior levels of customer service. Your feedback telling us what is going well and what needs improvement is essential to our success in our efforts to better serve you. Please take a moment to complete this survey. Thank you for your feedback. —Terry Tamminen, Agency Secretary

Circle the service provider:

Office of the Secretary

Department of Pesticide Regulation

Integrated Waste Management Board

Air Resources Board

Department of Toxic Substances Control

Environmental Health Hazard Assessment

Regional Water Quality Control Boards: R1 R2 R3 R4 R5 R6 R7 R8 R9

State Water Resources Control Board

Subunit (Optional): _____

Date Submitted: _____

What was the nature of your contact with us? (Please check only one box)

☐ General Information

☐ Problem Resolution

☐ Technical Assistance

☐ Permitting/Licensing Assistance

☐ Other: _____

Check (✓) As Appropriate					
Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	No Comment
Staff was courteous and helpful.					
Staff provided complete, accurate information to you.					
A timely response was provided.					
My overall experience was positive.					
Please complete the section below if your contact with us involved permitting/licensing/registration assistance.					
The regulations were understandable.					
The application instructions were understandable.					
The permit/license/registration terms and conditions were understandable.					

Please indicate the name(s) of any staff person you would like to commend: _____

Comments: _____

If you feel we fell short in meeting your service expectations, please describe the situation, including name of the staff person involved and the date the incident occurred: _____

As a result of your experience with us, what service-related improvements can you recommend? _____

Contact Information (Optional):

Your Name:

Email:

Daytime Phone:

Street:

City:

State:

Zip:

The energy challenge facing California is real. Every Californian needs to take immediate action to reduce energy consumption. For a list of simple ways you can reduce demands and cut your energy costs, see our Web site at www.calepa.ca.gov.

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A

Your Name: _____

Your Title/Organization: _____

Telephone: _____

Address: _____



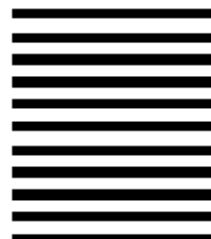
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Mr. Terry Tamminen
Agency Secretary
California Environmental Protection Agency
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Sacramento, CA 95812-2815



Comments: _____

